

**WHAT IS CLAIMED IS:**

- 1    1.    A method comprising:  
2        receiving a message over a computer network, the  
3        message corresponding to an incoming telephone call  
4        and including caller attributes;  
5        retrieving a customer profile using the caller  
6        attributes; and  
7        processing the incoming telephone call using the  
8        customer profile.
- 1    2.    The method of claim 1 wherein the incoming telephone  
2        call is received over a telephone network, and wherein  
3        the computer network and the telephone network are  
4        heterogeneous.
- 1    3.    The method of claim 1 further comprising:  
2        determining whether to accept the incoming telephone  
3        call based upon the caller profile; and  
4        accepting the incoming telephone call in response to  
5        the determination.
- 1    4.    The method of claim 1 further comprising:  
2        extracting a port location from the message, the port  
3        location corresponding to an incoming port of the  
4        incoming telephone call;  
5        determining that the incoming telephone call is not at  
6        the port location; and  
7        logging the incoming telephone call in response to the  
8        determination.

1 5. The method of claim 4 further comprising:  
2 detecting that a timer has timed out, the detecting  
3 resulting in the determination.

1 6. The method of claim 1 wherein the caller attributes  
2 are received from a name resolution adapter, and  
3 wherein the name resolution adapter is adapted to:  
4 look-up a call recipient agreement;  
5 identify the caller attributes included in the call  
6 recipient agreement; and  
7 return the identified caller attributes in the  
8 message.

1 7. The method of claim 6 wherein the name resolution  
2 adapter is further adapted to:  
3 identify one or more requested caller fields  
4 corresponding to an initiating caller number, the  
5 initiating caller number corresponding to the incoming  
6 telephone call;  
7 detect whether one of the requested caller fields  
8 corresponds to sensitive caller data, the sensitive  
9 caller data corresponding to the initiating caller  
10 number;  
11 check one or more authorization table entries  
12 corresponding to the initiating caller number in  
13 response to the detecting;  
14 determine whether to return the sensitive caller data  
15 in response to the checking; and

16 return the sensitive caller data in response to the  
17 determining.

1 8. The method of claim 1 further comprising:  
2 retrieving a service subscription corresponding to the  
3 caller profile; and  
4 allowing an initiating caller to perform actions  
5 corresponding to the service subscription, the  
6 initiating caller corresponding to the incoming  
7 telephone call.

1 9. The method of claim 8 wherein at least one of the  
2 actions is selected from the group consisting of  
3 placing an order, checking account balance, checking  
4 order status, and changing account information.

1 10. The method of claim 1 further comprising:  
2 requesting a PIN from an initiating caller  
3 corresponding to the telephone call;  
4 receiving the PIN in response to the request;  
5 validating the PIN; and  
6 answering the incoming telephone call in response to  
7 the validation.

1 11. The method of claim 1 further comprising:  
2 determining whether to route the incoming telephone  
3 call to a particular extension based upon the caller  
4 profile; and  
5 routing the incoming telephone call to the particular  
6 extension in response to the determination.

1 12. An information handling system comprising:  
2 one or more processors;  
3 a memory accessible by the processors;  
4 one or more nonvolatile storage devices accessible by  
5 the processors;  
6 a telephone network;  
7 a computer network; and  
8 a caller processing tool for processing an incoming  
9 telephone call, the caller processing tool comprising  
10 software code effective to:  
11 receive a message over the computer network,  
12 the message corresponding to the incoming  
13 telephone call and including caller  
14 attributes;  
15 retrieve a customer profile from one of the  
16 nonvolatile storage devices using the caller  
17 attributes; and  
18 process the incoming telephone call using  
19 the customer profile.

1 13. The information handling system of claim 12 wherein  
2 the incoming telephone call is received over the  
3 telephone network, and wherein the computer network  
4 and the telephone network are heterogeneous.

1 14. The information handling system of claim 12 wherein  
2 the software code is further effective to:

determine whether to accept the incoming telephone call based upon the caller profile; and accept the incoming telephone call in response to the determination.

15. The information handling system of claim 12 wherein the software code is further effective to: extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call; determine that the incoming telephone call is not at the port location; and log the incoming telephone call in one of the nonvolatile storage devices in response to the determination.

16. The information handling system of claim 15 wherein the software code is further effective to: detect that a timer has timed out, the detecting resulting in the determination.

17. The information handling system of claim 12 wherein the caller attributes are received from a name resolution adapter, and wherein the name resolution adapter is adapted to: look-up a call recipient agreement; identify the caller attributes included in the call recipient agreement; and return the identified caller attributes in the message.

1 18. The information handling system of claim 17 wherein  
2 the name resolution adapter is further adapted to:  
3 identify one or more requested caller fields  
4 corresponding to an initiating caller number, the  
5 initiating caller number corresponding to the incoming  
6 telephone call;  
7 detect whether one of the requested caller fields  
8 corresponds to sensitive caller data, the sensitive  
9 caller data corresponding to the initiating caller  
10 number;  
11 check one or more authorization table entries  
12 corresponding to the initiating caller number in  
13 response to the detecting;  
14 determine whether to return the sensitive caller data  
15 in response to the checking; and  
16 return the sensitive caller data in response to the  
17 determining.

1 19. The information handling system of claim 12 wherein  
2 the software code is further effective to:  
3 retrieve a service subscription from one of the  
4 nonvolatile storage devices corresponding to the  
5 caller profile; and  
6 allow an initiating caller to perform actions  
7 corresponding to the service subscription, the  
8 initiating caller corresponding to the incoming  
9 telephone call.

1 20. The information handling system of claim 19 wherein at  
2 least one of the actions is selected from the group  
3 consisting of placing an order, checking account  
4 balance, checking order status, and changing account  
5 information.

1 21. The information handling system of claim 12 wherein  
2 the software code is further effective to:  
3 request a PIN from an initiating caller corresponding  
4 to the telephone call;  
5 receive the PIN in response to the request;  
6 validate the PIN; and  
7 answer the incoming telephone call in response to the  
8 validation.

1 22. The information handling system of claim 12 wherein  
2 the software code is further effective to:  
3 determine whether to route the telephone call to a  
4 particular extension based upon the caller profile;  
5 and  
6 route the telephone call to the particular extension  
7 in response to the determination.

1 23. A computer program product stored on a computer  
2 operable media for processing an incoming telephone  
3 call, said computer program product comprising  
4 software code effective to:  
5 receive a message over a computer network, the message  
6 corresponding to the incoming telephone call and  
7 including caller attributes;

8       retrieve a customer profile using the caller  
9       attributes; and  
10       process the incoming telephone call using the customer  
11       profile.

1   24.   The computer program product of claim 23 wherein the  
2       incoming telephone call is received over a telephone  
3       network, and wherein the computer network and the  
4       telephone network are heterogeneous.

1   25.   The computer program product of claim 23 wherein the  
2       software code is further effective to:  
3       determine whether to accept the incoming telephone  
4       call based upon the caller profile; and  
5       accept the incoming telephone call in response to the  
6       determination.

1   26.   The computer program product of claim 23 wherein the  
2       software code is further effective to:  
3       extract a port location from the message, the port  
4       location corresponding to an incoming port of the  
5       incoming telephone call;  
6       determine that the incoming telephone call is not at  
7       the port location; and  
8       log the incoming telephone call in response to the  
9       determination.

1   27.   The computer program product of claim 26 wherein the  
2       software code is further effective to:  
3       detect that a timer has timed out, the detecting  
4       resulting in the determination.



1 28. The computer program product of claim 23 wherein the  
2 caller attributes are received from a name resolution  
3 adapter, and wherein the name resolution adapter is  
4 adapted to:  
5 look-up a call recipient agreement;  
6 identify the caller attributes included in the call  
7 recipient agreement; and  
8 return the identified caller attributes in the  
9 message.

1 29. The computer program product of claim 28 wherein the  
2 name resolution adapter is further adapted to:  
3 identify one or more requested caller fields  
4 corresponding to an initiating caller number, the  
5 initiating caller number corresponding to the incoming  
6 telephone call;  
7 detect whether one of the requested caller fields  
8 corresponds to sensitive caller data, the sensitive  
9 caller data corresponding to the initiating caller  
10 number;  
11 check one or more authorization table entries  
12 corresponding to the initiating caller number in  
13 response to the detecting;  
14 determine whether to return the sensitive caller data  
15 in response to the checking; and  
16 return the sensitive caller data in response to the  
17 determining.

1 30. The computer program product of claim 23 wherein the  
2 software code is further effective to:  
3 retrieve a service subscription corresponding to the  
4 caller profile; and  
5 allow an initiating caller to perform actions  
6 corresponding to the service subscription, the  
7 initiating caller corresponding to the incoming  
8 telephone call.

1 31. The computer program product of claim 30 wherein at  
2 least one of the actions is selected from the group  
3 consisting of placing an order, checking account  
4 balance, checking order status, and changing account  
5 information.

1 32. The computer program product of claim 23 wherein the  
2 software code is further effective to:  
3 request a PIN from an initiating caller corresponding  
4 to the telephone call;  
5 receive the PIN in response to the request;  
6 validate the PIN; and  
7 answer the incoming telephone call in response to the  
8 validation.

1 33. The computer program product of claim 23 wherein the  
2 software code is further effective to:  
3 determine whether to route the incoming telephone call  
4 to a particular extension based upon the caller  
5 profile; and

6 route the incoming telephone call to the particular  
7 extension in response to the determination.

1 34. A method comprising:  
2 receiving a customer identifier over a telephone  
3 network wherein the customer identifier is not an  
4 initiating caller's telephone number, and wherein the  
5 customer identifier corresponds to an incoming  
6 telephone call;  
7 retrieving a customer profile using the customer  
8 identifier; and  
9 processing the incoming telephone call using the  
10 customer profile.

1 35. The method of claim 34 wherein the customer identifier  
2 is selected from the group consisting of a customer  
3 number, a credit card number, an account number, and a  
4 social security number.

1 36. An information handling system comprising:  
2 one or more processors;  
3 a memory accessible by the processors;  
4 one or more nonvolatile storage devices accessible by  
5 the processors;  
6 a telephone network; and  
7 a caller processing tool for processing an incoming  
8 telephone call, the caller processing tool comprising  
9 software code effective to:

10                   receive a customer identifier over the  
11                   telephone network wherein the customer  
12                   identifier is not an initiating caller's  
13                   telephone number, and wherein the customer  
14                   identifier corresponds to an incoming  
15                   telephone call;  
  
16                   retrieve a customer profile from one of the  
17                   nonvolatile storage devices using the  
18                   customer identifier; and  
  
19                   process the incoming telephone call using  
20                   the customer profile.

1   37. The information handling system of claim 36 wherein  
2       the customer identifier is selected from the group  
3       consisting of a customer number, a credit card number,  
4       an account number, and a social security number.

1   38. A computer program product stored on a computer  
2       operable media for processing an incoming telephone  
3       call, said computer program product comprising  
4       software code effective to:  
5       receive a customer identifier over a telephone network  
6       wherein the customer identifier is not an initiating  
7       caller's telephone number, and wherein the customer  
8       identifier corresponds to an incoming telephone call;  
  
9       retrieve a customer profile using the customer  
10       identifier; and  
  
11       process the incoming telephone call using the customer  
12       profile.

1 39. The computer program product of claim 38 wherein the  
2 customer identifier is selected from the group  
3 consisting of a customer number, a credit card number,  
4 an account number, and a social security number.